

United States Senate

WASHINGTON, DC 20510

COMMITTEES:
BANKING
DEMOCRATIC POLICY & COMMUNICATIONS
FINANCE
JUDICIARY
RULES

August 21, 2011

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The Honorable Eric H. Holder, Jr.
Attorney General
U.S. Department of Justice
950 Pennsylvania Avenue, NW
Washington, DC 20530-0001

Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

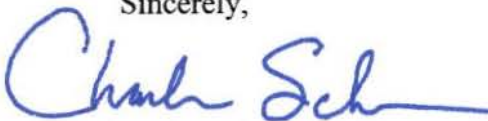
Dear Attorney General Holder and Chairman Genachowski,

I write today to express my concerns about the theft of wireless devices. With the advent of smart phones, theft of handheld devices has grown dramatically in the past few years. American carriers who use GSM technology exacerbate this problem by only disabling SIM cards in phones. In the United Kingdom, carriers have the ability to disable handsets based on numbers such as IMEIs, serial numbers, or MEIDs. As you may know, Verizon already uses this on its CDMA network.

I therefore ask you to study the system in place in the United Kingdom, in which GSM carriers are able to deactivate handsets based on serial numbers, and help individual carriers implement a similar system that maximizes both theft deterrence and network security. I also ask that you report back to me about your ability to oversee such a system and whether any law is required to ensure the security and privacy of wireless customers. While this solution will not eliminate theft, it will ensure that thieves will be selling inactive phones that have little value to customers. British telecommunication companies have even ensured that deactivated devices are still able to call 911 in case of emergencies.

I thank you for your attention to this matter and look forward to working with you on this important issue.

Sincerely,



Charles Schumer
United States Senator



FEDERAL COMMUNICATIONS COMMISSION

June 14, 2012

JULIUS GENACHOWSKI
CHAIRMAN

The Honorable Charles Schumer
United States Senate
313 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Schumer:

Thank you for your letter requesting that the Commission look into the growing issue of stolen smartphones. Thanks to your leadership, on April 10, 2012, we were able to announce a broad-based, five step approach to addressing this problem. As a result of our work together and with police commissioners and chiefs from New York, DC, Philadelphia and other cities, industry leaders have committed to support the PROTECTS Initiative, a five point action plan to:

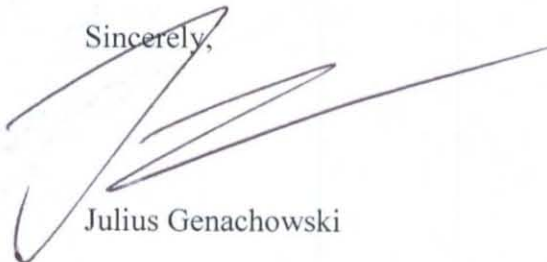
- **Implement a database to prevent use of stolen smartphones.** Within six months, when Americans call their participating wireless provider and report their wireless devices stolen, their provider will block that device from being used again. This system will be rolling out globally using common databases across carriers over the next 18 months.
- **Encourage users to lock their phones with passwords.** Smartphone makers will notify and educate users in the most highly visible ways—through messages on the smartphone itself and through “Quick Start” user guides—about how to use passwords to deter theft and protect their data.
- **Educate users on lock/locate/wipe applications.** Wireless providers will directly inform their customers about how to find and use applications that enable customers to lock/locate/and wipe smartphones remotely.
- **Undertake a public education campaign on how to protect your smartphone and yourself.** The wireless industry will launch a campaign, with media buys, to educate consumers on how to protect their smartphones and themselves from crime.
- **Meet progress benchmarks and ongoing dialog.** The wireless industry will publish quarterly updates and submit them to the FCC on progress on these initiatives.

In addition, the FCC is committed to remain vigilant in this area. We will continue to engage the public safety community and wireless carriers in an ongoing dialog with regular meetings to ensure that the most effective technological processes are in place to deter smartphone theft and data exposure. The first follow-up meeting is planned for the end of June.

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Again, thank you for raising awareness about this growing problem, and for fighting for a solution. I am pleased we were able to work together with stakeholders for a positive outcome. The FCC will serve as a resource on your important legislation that would make manipulation of the handset International Mobile Equipment Number a crime.

Sincerely,

A handwritten signature in dark ink, consisting of several fluid, overlapping strokes that form a stylized representation of the name Julius Genachowski.

Julius Genachowski